MassHR
Delivering HR Services That Matter

ESC Service Charter Scorecard

November 30, 2014 – December 27, 2014

MassHR
EMPLOYEE SERVICE CENTER

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Service Delivery Overview
November 30, 2014 – December 27, 2014

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Executive Summary

Total # Agencies Served: 79

Total # Employees Served: 52,534

Total calls received: 5619

Average Call Wait Time: 00:28

Total email requests received: 400

Total FAX requests received: 200

Number of Transactions processed: 7117

Total outbound contacts: 2113

Total tickets opened: 4581

Total tickets closed within 3 days: 4538

Total tickets remain open beyond 3 days: 43

% tickets remain open beyond 3 days: 0.93%

% of Employees served by the ESC: 13.5%

Staffing

Area	Staffing as of 12/27/2014	Staffing as of 11/29/2014
Customer Service/Intake	5	6
Customer Service/Research	3	3
Processing & Outreach	12	12
Analyst	0	0
Supervisor	3	3
Senior Staff	4	4
Total	27	28

Activities – December

- Launch of new CMS, Footprints, effective 12/17/14

Source: ESC Avaya CMS, COMiT & Footprints Reports, data from 11/30/2014 – 12/27/2014
*Note: "% of Employees served contacting ESC" does not account for repeat contacts (i.e., one employee calling multiple times).

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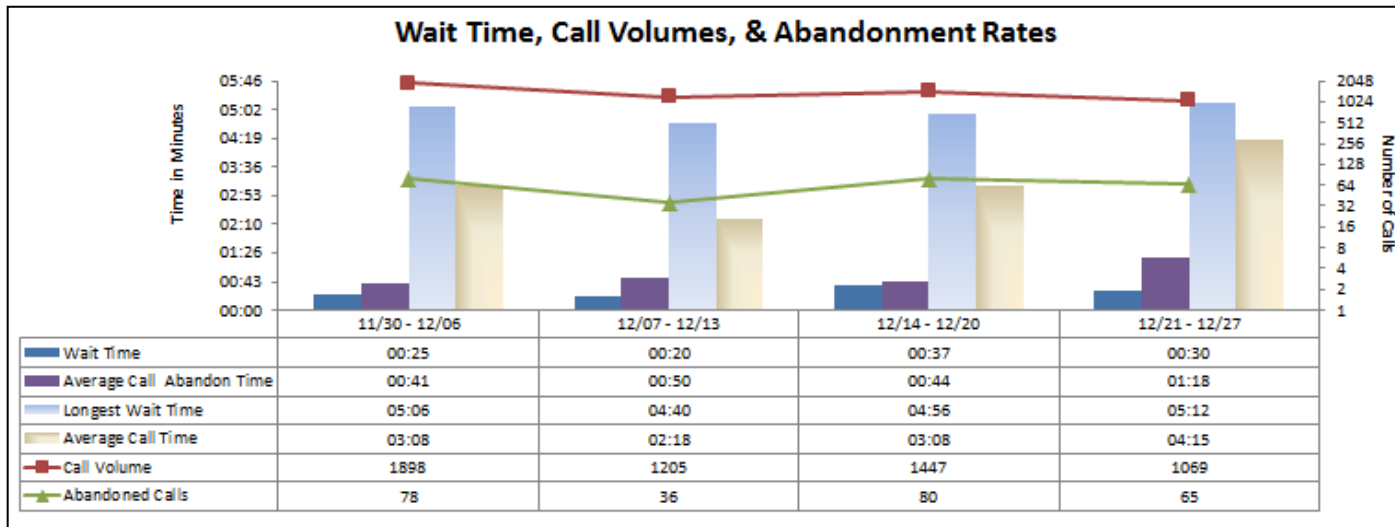
SLA Targets and Actual Performance

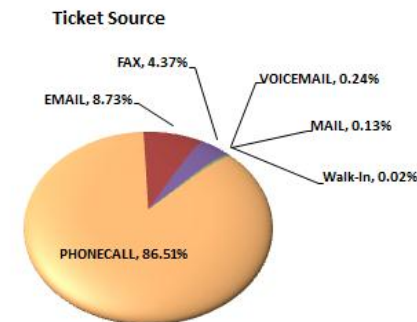| Metric	Target	Current Period Performance 11/30/14 – 12/27/14	Previous Period Performance 11/2/14 – 11/29/14	Trend
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time; Will not exceed 2 minutes 50% of the time	28 seconds	18 seconds	⬇
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	▭
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	97.4% within 1 Day and 99.1% within 3 Days	97.4% within 1 Day and 98.8% within 3 Days	⬆
Customer satisfaction (Based on automated survey upon ticket closure. A minimum of 20% must respond to survey in order for results to be accepted as a valid sample of customer satisfaction.)	75% of customers rate overall satisfaction good to excellent	97% rated good to excellent (0.061% responded)	94% rated good to excellent (0.061% responded)	⬆
Percent of notification runs executed to completion: • All: Reminder Report Time • Employees: Unreported time - 1st & 2nd notice • Approvers: Unapproved reported time - 1st & 2nd notice • Agency HR/Payroll: Over/Under scheduled hours and unapproved Payable Time notifications -1st & 2nd notice • Failsafe outreach to Agy. HR/PY and signatories • Failsafe outreach to CTR and CHRO	95%	100%	100%	▭
Secretariat ad hoc reports produced within established timeframes: • Simple*: 3 business days • Complex*: 7 business days	90%	100%	100%	▭
SLA reports produced on time according to predefined schedule (see section 5.5)	Y/N	N	N	▭

Inbound Call Data

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SLA Metric	Target Level	Current Period (11/30/14 to 12/27/14)	Previous Period (11/2/14 to 11/29/14)	December 2013
Average wait time – all inquiries (Days operational)	Will not exceed 3 minutes 90% of the time	:28 seconds	:18 seconds	:24 seconds

Abandoned Calls

Calls Answered 95%

Abandoned Calls 5%

Total = 5619 calls

Wait Time, Call Volumes, & Abandonment Rates

	11/30 - 12/06	12/07 - 12/13	12/14 - 12/20	12/21 - 12/27
Wait Time	00:25	00:20	00:37	00:30
Average Call Abandon Time	00:41	00:50	00:44	01:18
Longest Wait Time	05:06	04:40	04:56	05:12
Average Call Time	03:08	02:18	03:08	04:15
Call Volume	1898	1205	1447	1069
Abandoned Calls	78	36	80	65

Ticket Source

- FAX, 4.37%
- VOICEMAIL, 0.24%
- EMAIL, 8.73%
- MAIL, 0.13%
- Walk-In, 0.02%
- PHONECALL, 86.51%

Total = 4581 tickets

Source: ESC COMiT, Footprints & Avaya data from 11/30/2014 – 12/27/2014.
*E-mail tickets do not account for additional outreach to correct invalid employee e-mail addresses.

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Inbound Inquiries by Secretariat

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EOHHS agencies represent the largest volume of inquiries to the ESC. CON, EOEEA, and EOHHS continue to represent the highest volume as a percent of employees served.
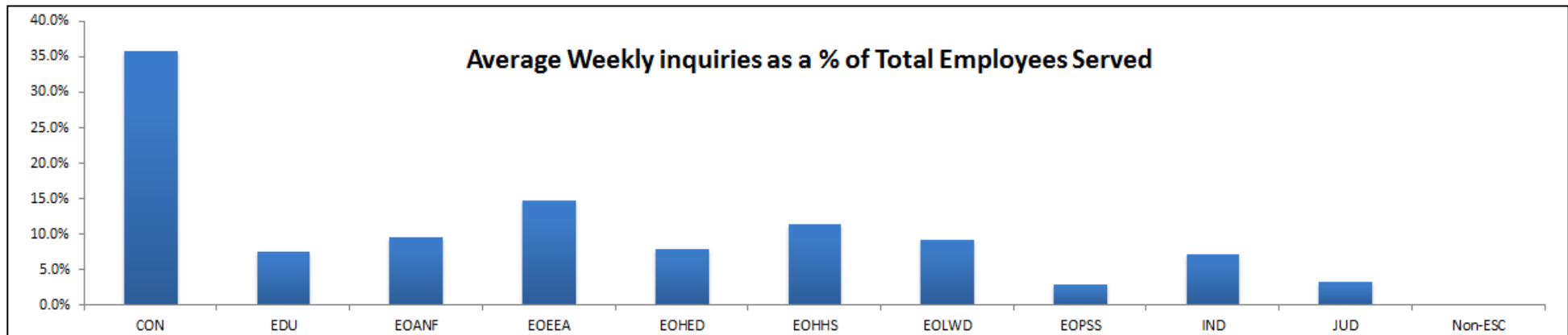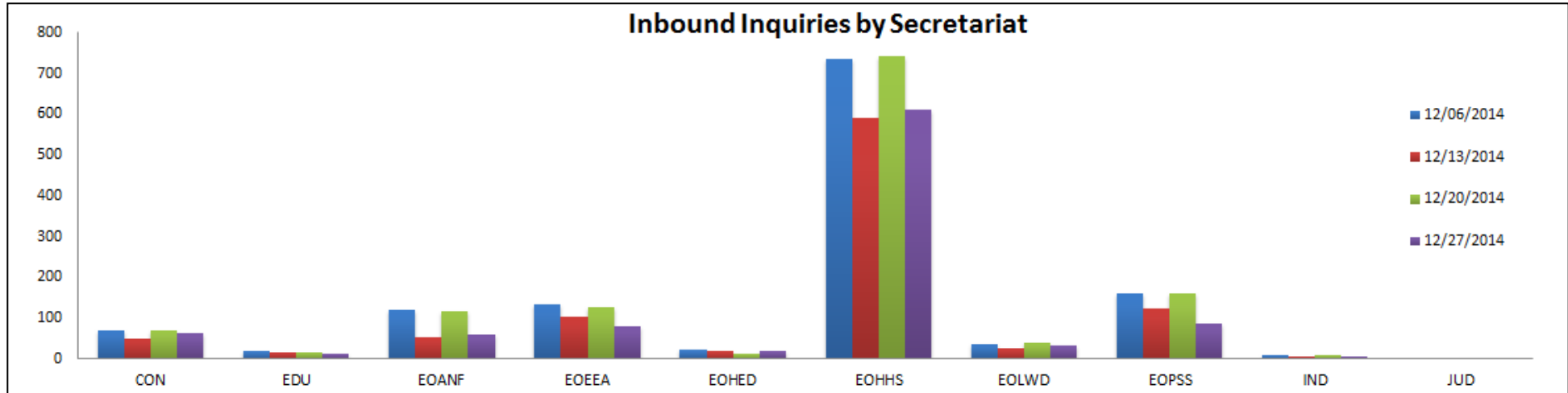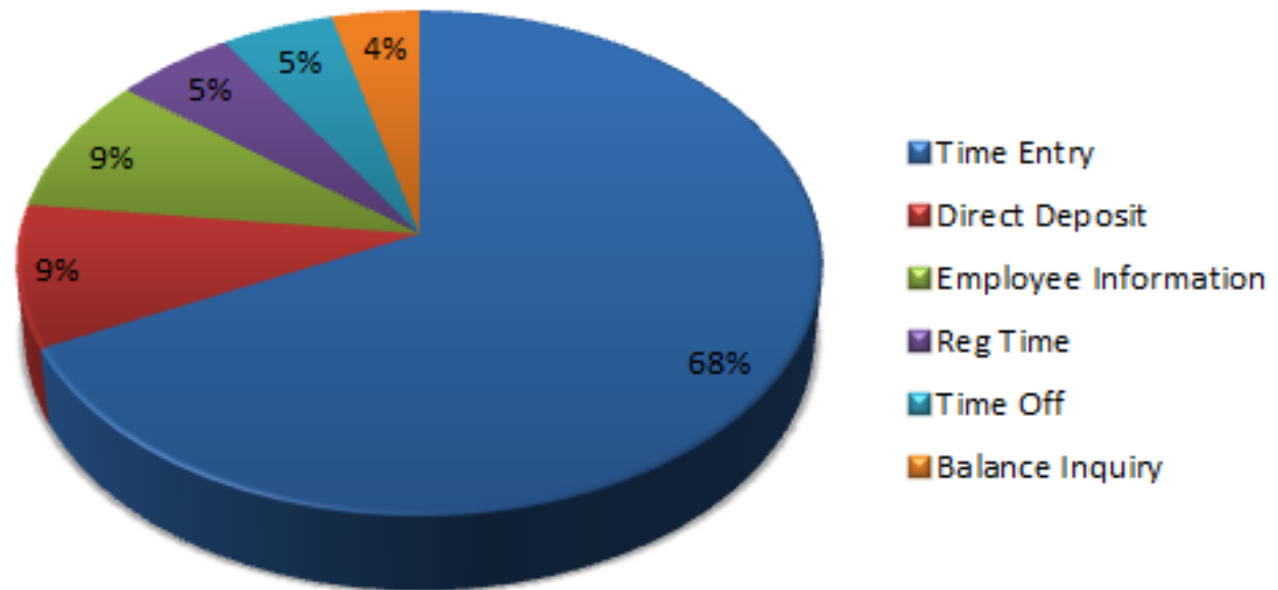

Source: ESC COMiT & Footprints data from 11/30/2014 – 12/27/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., one employee calling multiple times).
*Non-ESC percentage factored from the total number of inquiries as there is no base population; Non-ESC represents SSTA and ePay/eProfile employees not supported by ESC.

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Type of Inquiries Received

Top Inquiry Classifications (Excluding Password Resets)

- Time Entry — 68%
- Direct Deposit — 9%
- Employee Information — 9%
- Reg Time — 5%
- Time Off — 5%
- Balance Inquiry — 4%

Source: ESC COMiT & Footprints data from 11/30/2014 – 12/27/2014.

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ePay/eProfile Transactions

Total ePay/eProfile Inquiries

Total ePay/eProfile Updates

Source: ESC COMiT & Footprints data from 11/30/2014 – 12/27/2014.

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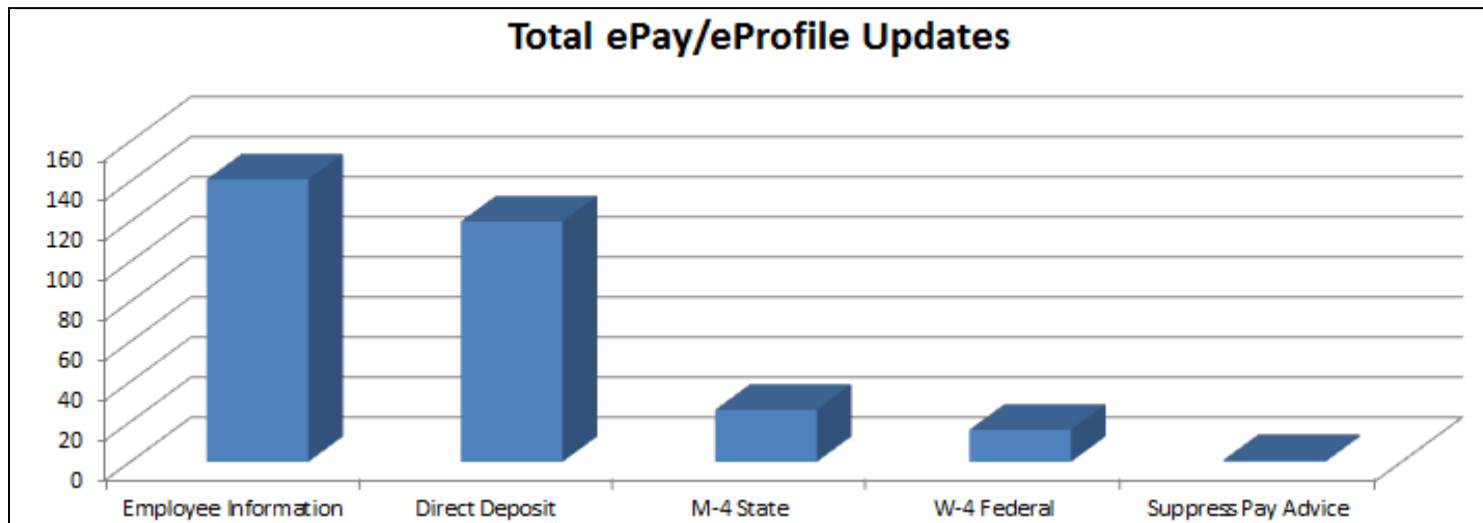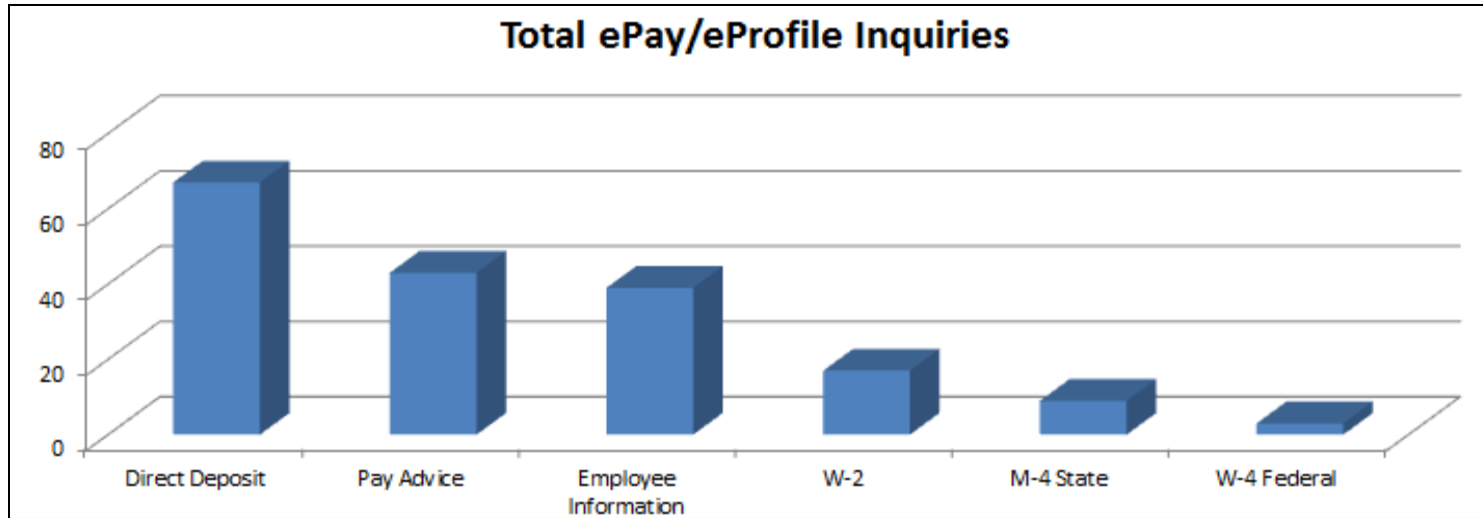
ePay/eProfile Transactions by Secretariat

ePay/eProfile Transactions by Secretariat
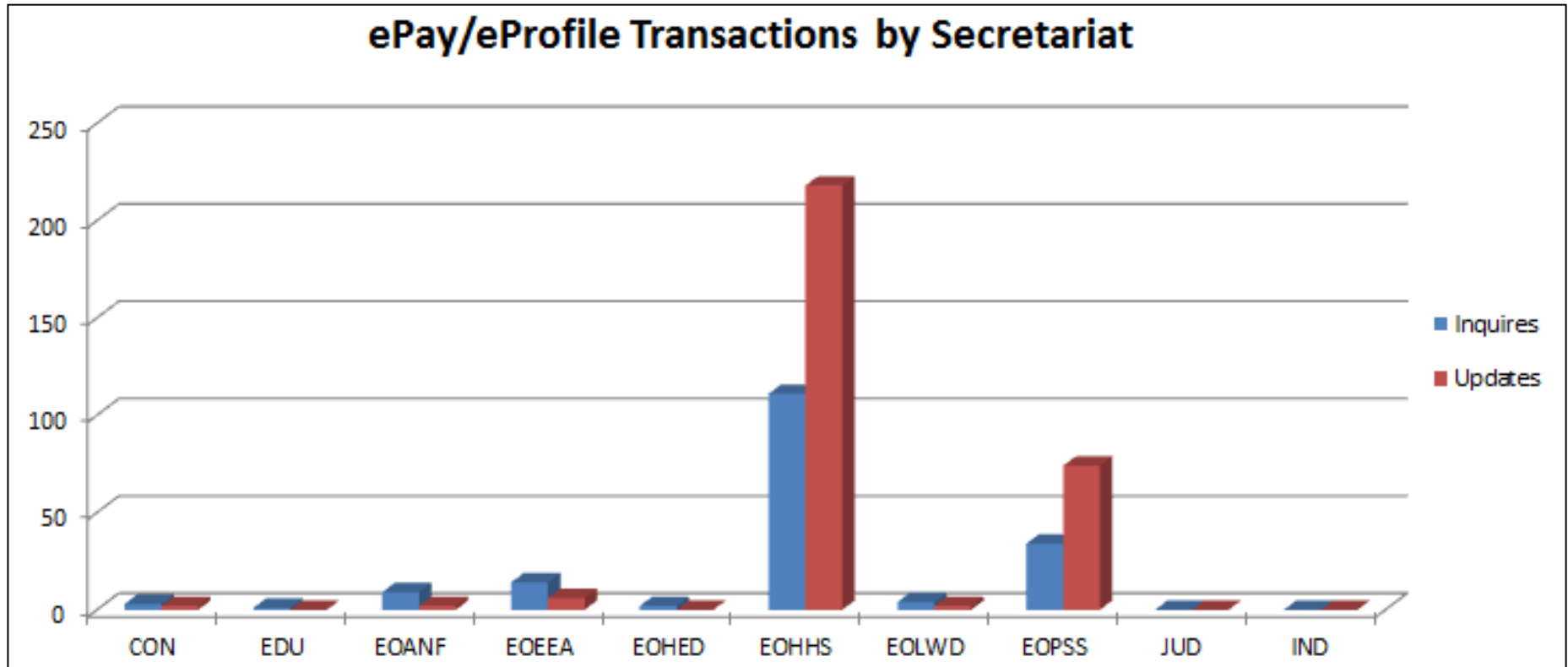
Source: ESC COMiT & Footprints data from 11/30/2014 – 12/27/2014.
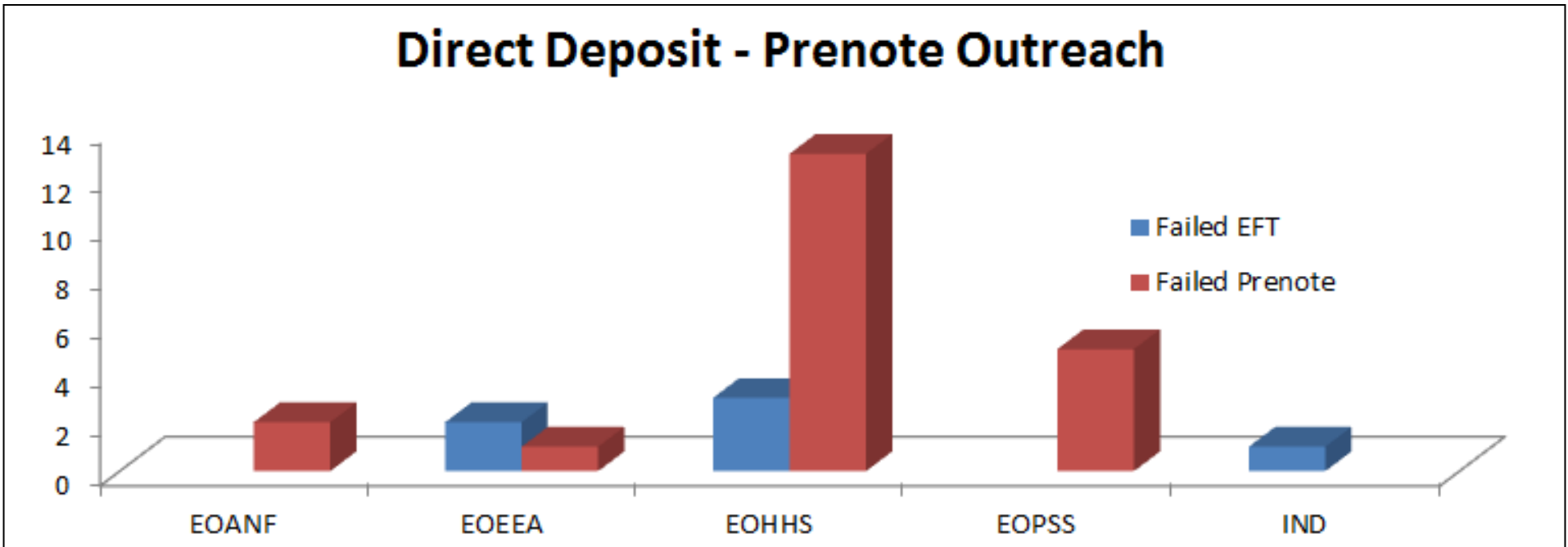
Direct Deposit-Prenote Outreach

Source: ESC COMiT & Footprints data from 11/30/2014 – 12/27/2014.

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ACES Management

ACES Quarterly Activity (10/05/14 - 12/27/14)
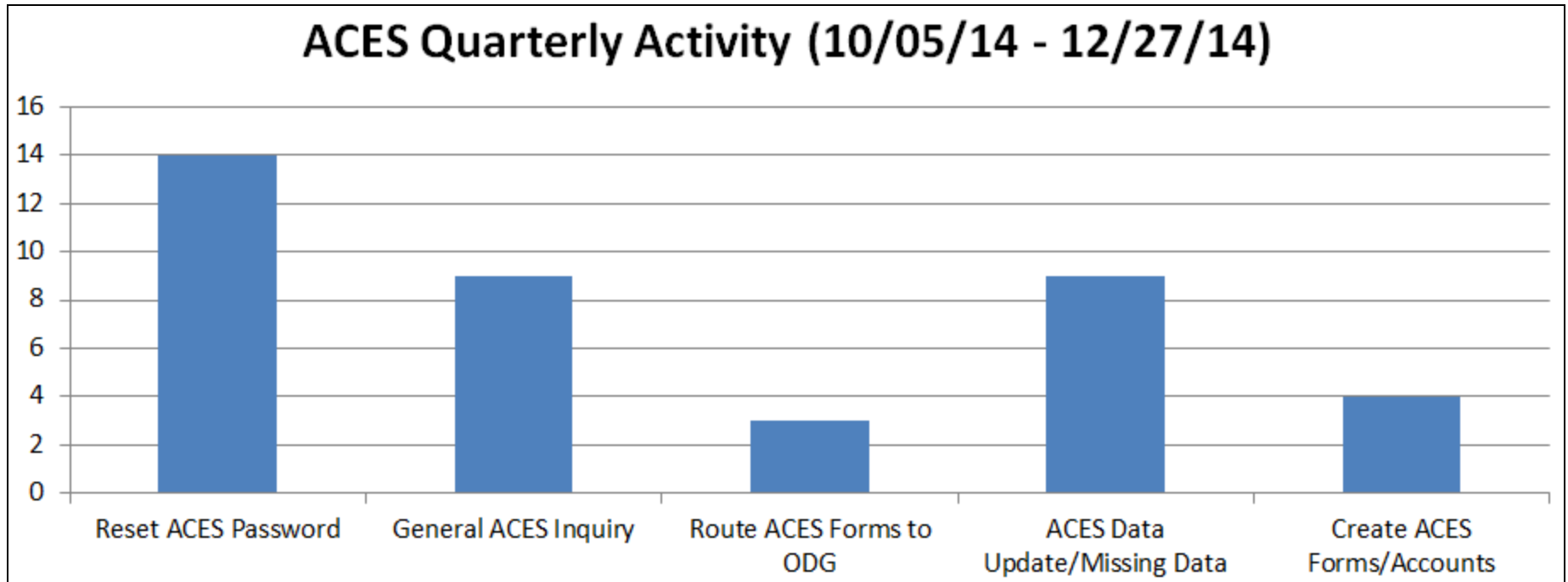
Case Resolution Time

SLA Metric	Target	Current Period (11/30/14 – 12/27/14)	Previous Period (11/2/14 – 11/29/14)	Previous Year December 2013
Average case resolution time – password resets and e-mail updates (Time owned by ESC)	98% within 1 day	100%	100%	100%
Average case resolution time – inquiries and requests (Time owned by ESC)	75% within 1 day 90% within 3 days	1 Day – 97.4% 3 Days – 99.1%	1 Day – 97.4% 3 Days – 98.8%	1 Day – 98.2% 3 Days –94.0%

Source: ESC COMiT & Footprints data from 11/30/2014 – 12/27/2014.

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# Customer Satisfaction Survey Results

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SLA Metric	Target	Current Period (11/30/14 – 12/27/14)	Previous Period (11/2/14 – 11/29/14)	December 2013
Customer satisfaction (Based on automated survey upon ticket closure.)	80% of customers rate overall satisfaction good to excellent	97% rated good to excellent (0.056 % response rate)	94% rated good to excellent (0.061 % response rate)	97% rated good to excellent (1.9% response rate)

How would you rate the quality of service you received from the Employee Service Center?
- Good, 0%
- Fair, 3%
- Poor, 0%
- Very Good, 19%
- Excellent, 78%
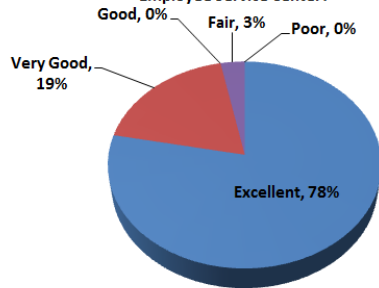
How likely would you be to recommend the Employee Service Center to a colleague?
- Likely to recommend, 10%
- Unlikely to recommend, 3%
- Would not recommend, 0%
- Very likely to recommend, 87%
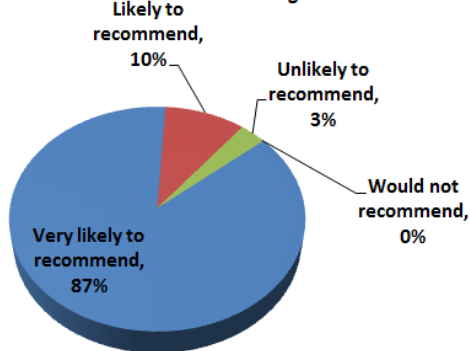
Selected Monthly Comments:

"No need to change"

"They helped and explained everything, then put it in writing. Thank you."

"Excellent representative, kind, courteous and top skills."

"The Service Representative was knowledgeable and totally open to questions and further assistance. It was an exemplary example of the customer service I wish I always received in other settings."

Source: ESC Customer Satisfaction Survey; survey link is provided on ticket closure notice and is voluntary. Survey results shown were collected between 11/30/2014 – 12/27/2014.

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Outbound Contact Percentages

SLA Metric	Target	Current Period (11/30/14 – 12/27/14)	Previous Period (11/2/14 – 11/29/14)
Percentage of approvers contacted with unresolved high exceptions requiring ESC intervention for resolution:	98% 85% holiday/emergency leave weeks	71.67%	63.48%

Top Exceptions Pay Period 1

Top Exceptions Pay Period 2
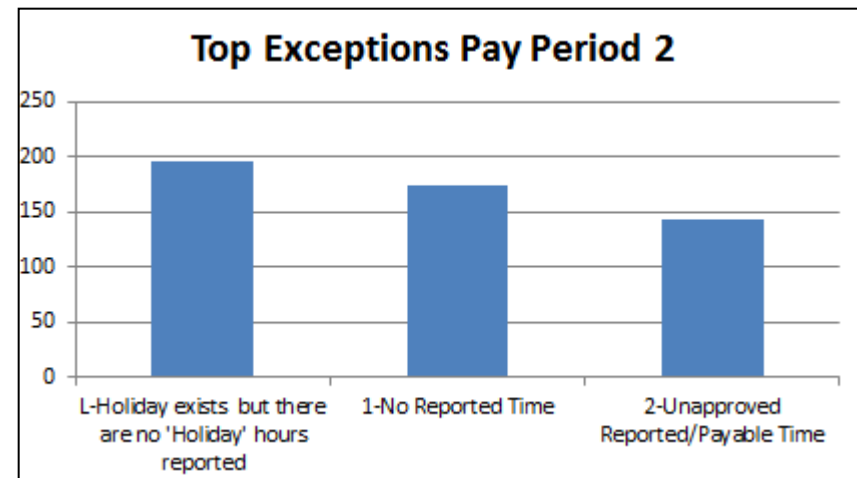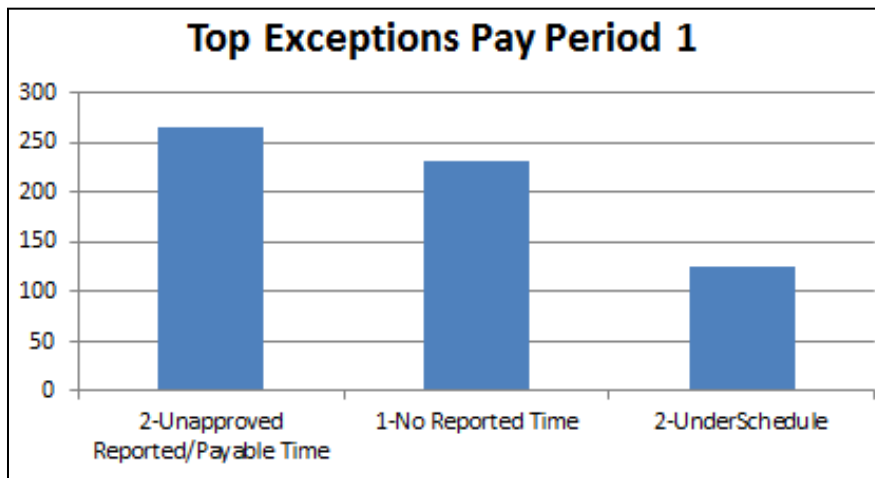
Source: ESC data from 11/30/2014 – 12/27/2014

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Outbound Exception Management Calls

Outbound calls are made on a weekly basis when employees and approvers miss the deadlines for time entry/time approval or when system generated exceptions appear on a timesheet.

EOHHS agencies represent the largest volume of outbound calls from the ESC.

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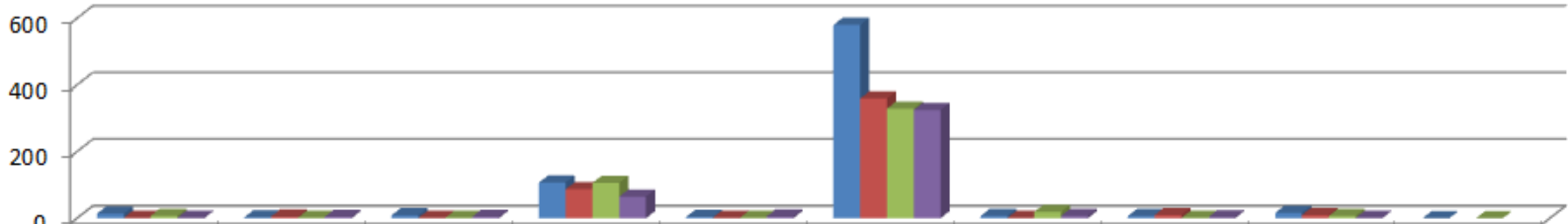|	CON	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS	IND	JUD
12/6/2014	14	3	9	107	4	580	7	7	16	0
12/13/2014	2	5	1	87	2	359	1	10	10	
12/20/2014	7	2	1	106	1	329	19	1	7	0
12/27/2014	2	4	4	65	5	325	7	3	1	

Average weekly calls as a % of Employees Served

Legend:
- % of Employees Served
- Average % of Time Approvers Served

Categories: CON, EDU, EOANF, EOEEA, EOHED, EOHHS, EOLWD, EOPSS, IND, JUD
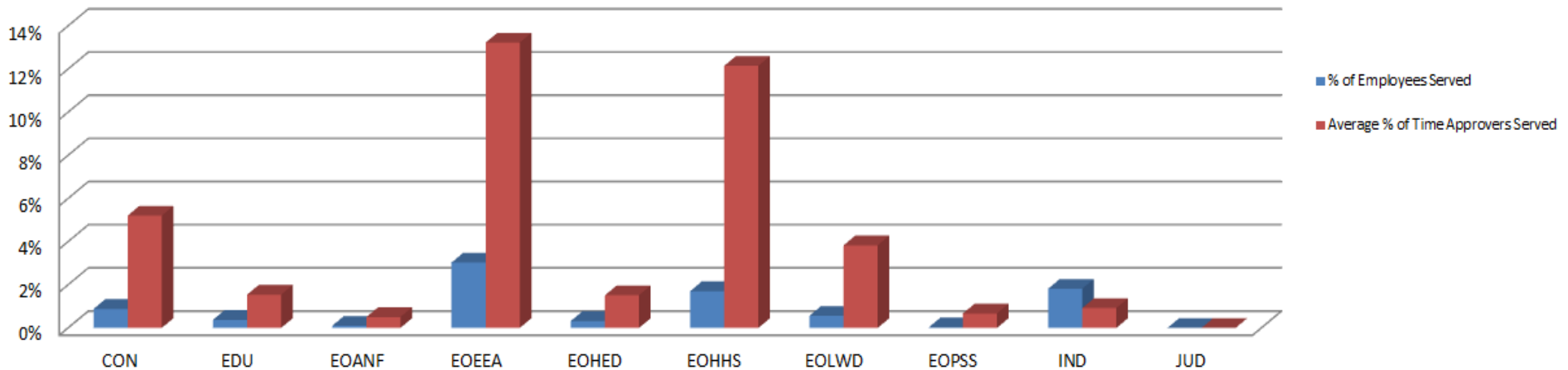
Source: : ESC Exception Management System data from 11/30/2014 – 12/27/2014. Average inquiries per employee is shown for comparison purposes and does not account for repeat contacts (i.e., calling an employee multiple times).

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Position Management

Total number of eForms processed by ESC: 396
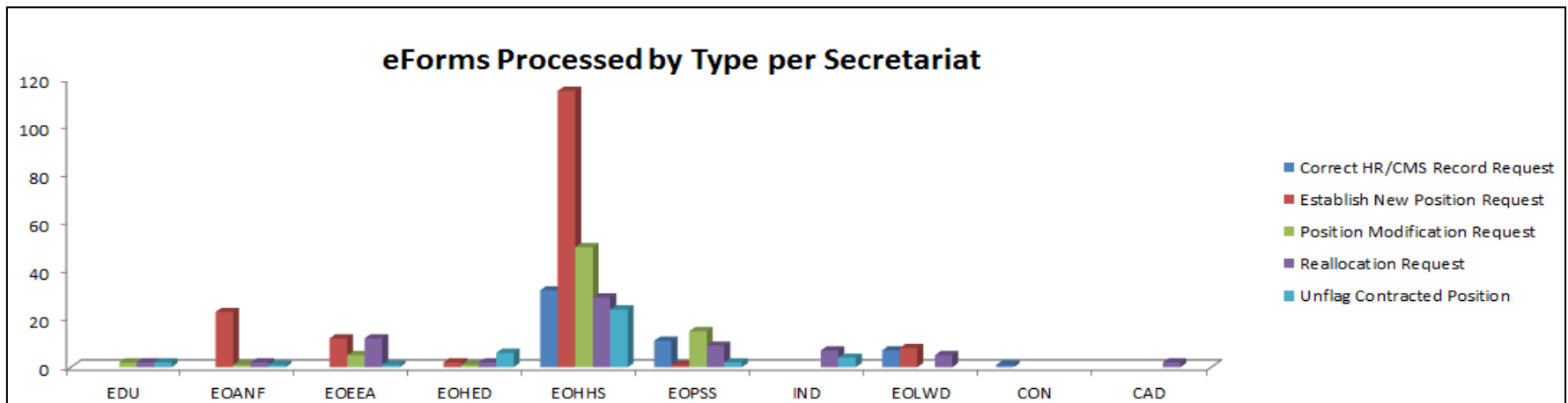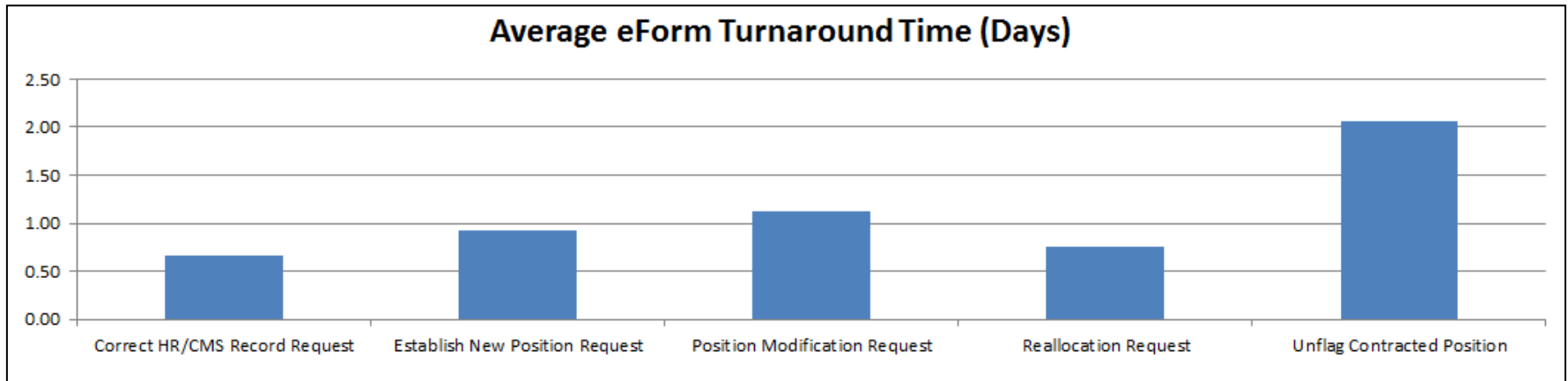
Unflag Contract Position Requests are dependent on ANF Platform Approval

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20 Onboarding meetings were held between OCT 1, 2014 and DEC 31, 2014

272 Total Attendees from across all agencies

Number of New Hires Attended by Agency

Agency	Number
ALA	1
DCAMM	64
DOR	119
EOANF	9
EOLWD	4
GIC	4
HRD	9
MassIT	10
OSC	12
OSD	40

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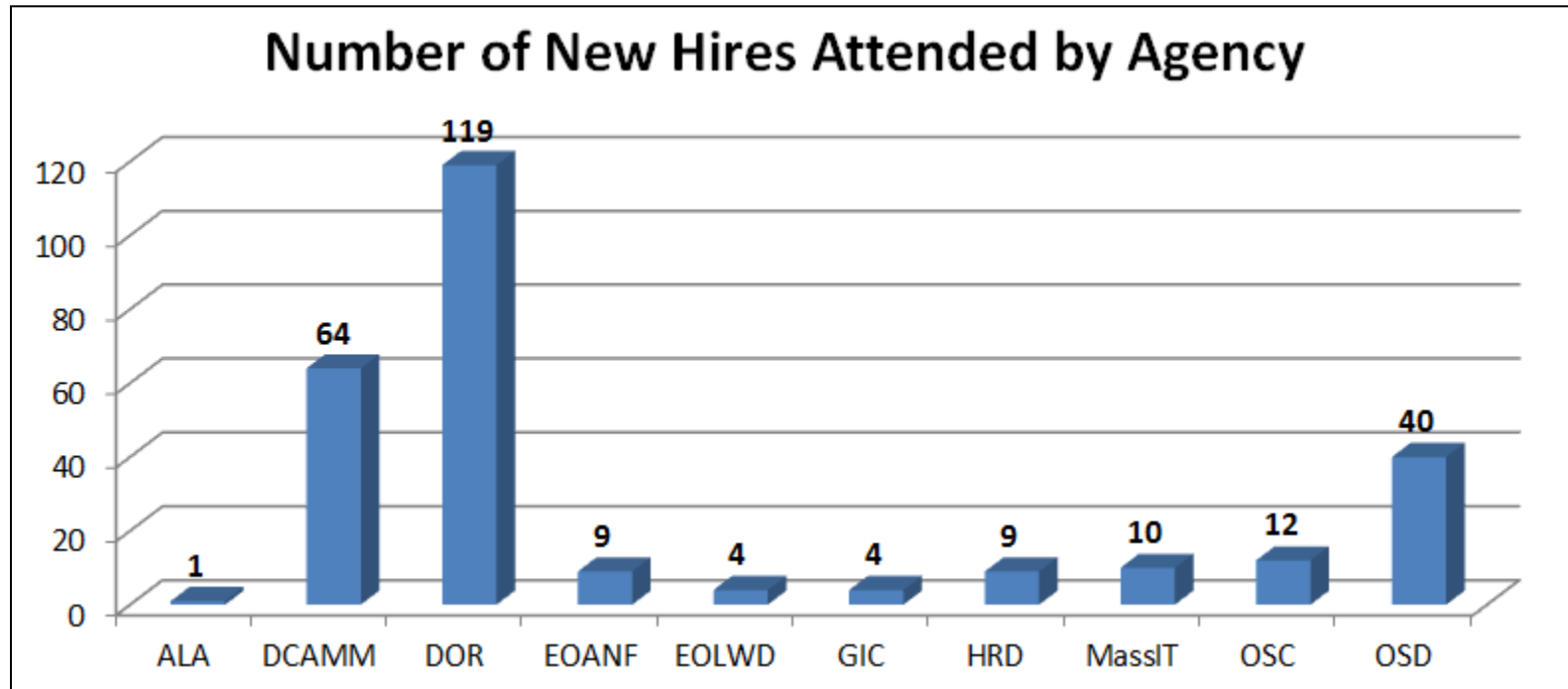
Review Schedule
Service Charter Scorecard

Service Month*		
Start Date	**End Date**	**Report Available**
6/29/2014	7/26/2014	08/18/2013
7/27/2014	9/6/2014	9/10/2014
9/7/2014	10/04/2014	10/15/2014
10/5/2014	11/01/2014	11/12/2014
11/2/2014	11/29/2014	12/10/2014
11/30/2014	12/27/2014	1/14/2014
12/28/2014	1/24/2015	2/11/2015
1/25/2015	2/21/2015	3/11/2015
2/22/2015	4/4/2015	4/22/2015
4/5/2015	5/2/2015	5/20/2015
5/3/2015	5/30/2015	5/17/2015
5/31/2015	7/25/2015	8/12/2015

*Note: "Service Month" reporting periods are split by the closest pay period start and end dates to the beginning and end of the calendar month.

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Appendix:
Agencies Served

Agencies Served	Employees	Agenceis Served	Employees	Agencies Served	Employees
ADD-Developmental Disabilities Council	18	DOR-Department of Revenue	1922	MCD-Commission For The Deaf And Hard of Hearing	57
AGR-Department Of Agricultural Resources	107	DOS-Division Of Standards	22	MGC-Massachusetts Gaming Commission	50
ALA-Administrative Law Appeals Division	37	DPH-Department Of Public Health	3225	MIL-Massachusetts National Guard	8050
ANF-Eo Administration & Finance	337	DPS-Department Of Public Safety	178	MMP-Massachusetts Marketing Partnership	23
APC-Appeals Court	119	DPU-Department Of Public Utilities	156	MRC-Mass Rehabilitation Commission	966
ART-Mass Cultural Council	30	DSS-Department Of Children And Families	3576	OCD-Dept Of Housing And Community	308
ATB-Appellate Tax Board	22	DYS-Department Of Youth Services	903	OHA-Massachusetts Office On Disability	13
BLC-Board of Library Comissioners	23	EDU-Executive Office Of Education	95	ORI-Office For Refugees And Immigrants	21
BSB-Bureau Of State Buildings	15	EEC-Department Of Early Education	215	OSC-Office Of The Comptroller	150
CAD-Commission Against Discrimination	74	EED-Executive Office Of Housing & Economic Development	52	OSD-Division Of Operational Services	118
CDA-Massachusetts Emergency Management Agency	95	EHS-Executive Office of Health and Human Services	1628	PAR-Parole Board	208
CHE-Soldiers' Home In Massachusetts	382	ELD-Department Of Elder Affairs	60	POL-State Police	2592
CHS-Department of Criminal Justice Information Systems	43	ENE-Department Of Energy Resources	58	REG-Division Of Professional Licensure	129
CJT-Criminal Justice Training Council	399	ENV-Executive Office Of Energy and Environmental Affairs	296	RGT-Department Of Higher Education	79
CME-Chief Medical Examiner	83	EOL-Executive Office Of Workforce Development	1501	SCA-Office Of Consumer Affairs And Business Regulations	27
CSC-Civil Service Commission	7	EPS-Executive Office Of Public Safety and Security	196	SDA-Sheriffs Department Association	4
CSW-Commission On Status Of Women	1	EQE-Department Of Environmental Protection	800	SEA-Department Of Business And Technology	22
DAC-Disabled Persons Protection Commission	31	FWE-Department Of Fish And Game	311	SOR-Sex Offender Registry	46
DCP-Capital Asset Management And Maintenance	459	GIC-Group Insurance Commission	58	SRB-State Reclamation Board	156
DCR-Department Conservation And Recreation	1126	HCF-Health Care Finance & Policy	155	TAC-Department Of Telecommunications	23
DFS-Department Of Fire Services	584	HLY-Soldiers' Home In Holyoke	385	TRB-Teachers Retirement Board	96
DMH-Department of Mental Health	3575	HPC-Health Policy Commission	52	TRE-Office Of The State Treasurer	233
DMR-Health and Human Services	6716	HRD-Human Resources Division	156	VET-Department Of Veterans Service	73
DOB-Division Of Banks	175	ITD-Information Techology Division	372	VWA-Victim And Witness Assistance	16
DOC-Department of Corrections	5341	LIB-George Fingold Library	12	WEL-Department Of Transitional Assistance	1627
DOE-Department Of Elementary & Secondary Education	548	LOT-Lottery And Gaming Commission	408	Grand Total:	52534
DOI-Division Of Insurance	143	MCB-Mass Commission For The Blind	165		

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Appendix: Inquiries by Agency

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- Note: No inquiries were received for this service month from:

ADD (EOANF) – Developmental Disabilities Council	CAD (IND) Commission Against Discrimination	CSC (EOANF) – Civil Service Commission
CSW (IND) - Commission On Status Of Women	DAC (IND) Disabled Persons Protection Committee	DOS (EOHED) - Division Of Standards
LIB (EOANF) – George Fingold Library	SEA (EOHED) - Department Of Business And Technology	TAC (EOHED) - Department Of Telecommunications

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Tickets Forwarded to Agency HR Payroll

	EDU	EOANF	EOEEA	EOHED	EOHHS	EOLWD	EOPSS
12/06/2014	1	1	4		26		2
12/13/2014			3	2	20	3	1
12/20/2014		1			11		1
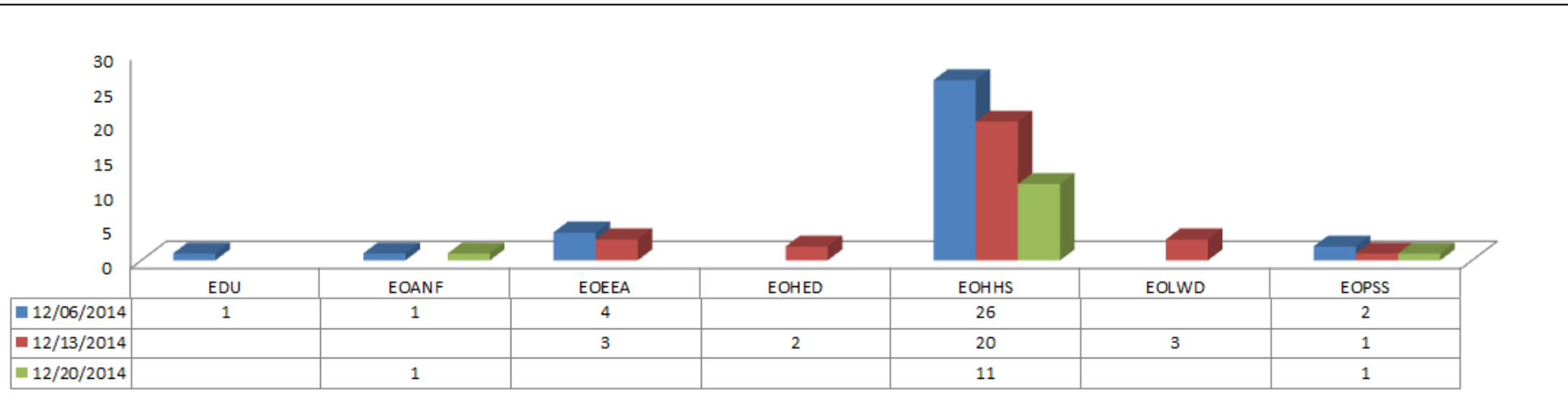
*The ESC did not forward any tickets to Agency HR/Payroll for the week ending 12/27/2014

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Education Secretariat Agencies

Number of Tickets by Agency

	DOE	EDU	EEC	RGT
12/06/2014	9	4	5	3
12/13/2014	10	1	4	2
12/20/2014	8	3	3	4
12/27/2014	8	2	3	1

Inquiry Classifications

HR/CMS Password Resets	Time Entry	HR/CMS Performance Issues	Time Off	eForm Request Inquiry	Pay Advice	General ACES inquiry	Reported Time Approvals	HR/CMS Technical Issues	Reports To
56	5	2	1	1	1	1	1	1	1

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EOANF Secretariat Agencies

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Number of Tickets by Agency

High number of DOR tickets due to Password Resets.

	ALA	ANF	ATB	BSB	DCP	DOR	GIC	HPC	HRD	ITD	OHA	OSD	TRB
12/06/2014		5	1		34	68		1	2	2	1	5	1
12/13/2014	1	1	2		36	7	2	1	2			2	
12/20/2014	1	8		4	39	42	3		7	2		6	6
12/27/2014		2		1	37	9	2	1	4	1		3	

Inquiry Classifications

Classification	Count
HR/CMS Password Resets	181
Time Entry	101
Reg Time	8
Requisition Inquiries	6
Reported Time Approvals	6

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EOEEA Secretariat Agencies

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Number of Tickets by Agency

	AGR	DCR	DPU	ENE	ENV	EQE	FWE	SRB
12/06/2014	2	90	7		5	17	11	2
12/13/2014		76	6		6	6	8	1
12/20/2014	1	90	7		9	4	13	4
12/27/2014		59	7	1	4	6	4	

Inquiry Classifications

Time Entry	HR/CMS Password Resets	Reg Time	Time Off
205	129	14	14

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EOHED Secretariat Agencies

Number of Tickets by Agency

	DOB	DOI	EED	MMP	OCD	REG	SCA
12/06/2014	2	2	2	1	12	2	1
12/13/2014	4	4	1		6	4	
12/20/2014	4				8	1	
12/27/2014	5	4	1		7	2	

Inquiry Classifications

HR/CMS Password Resets	Time Entry	Reg Time	Reports To	Exception Management	Pay Advice	Time Off
47	10	2	2	2	2	2

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EOHHS Secretariat Agencies

Number of Tickets by Agency

	CHE	DMH	DMR	DPH	DSS	DYS	EHS	ELD	HLY	MCB	MCD	MRC	ORI	VET	WEL
12/06/2014	4	223	92	89	125	29	50	1	13	7	5	32		4	62
12/13/2014	6	209	94	65	89	21	28	1	6	13		12		4	43
12/20/2014	3	234	99	104	93	40	34	7	8	16	1	26	1	1	75
12/27/2014	8	233	64	70	89	20	34	4	6	7		20		1	54

Inquiry Classifications

HR/CMS Password Resets	Time Entry	Employee Information	Direct Deposit
1083	755	124	121

EOLWD Secretariat Agencies

Number of Tickets by Agency

	EOL
■ 12/06/2014	37
■ 12/13/2014	27
■ 12/20/2014	39
■ 12/27/2014	34

Inquiry Classifications

HR/CMS Password Resets	Time Entry	Balance Inquiry	Time Off
82	16	8	5

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EOPSS Secretariat Agencies

Number of Tickets by Agency

	CDA	CHS	CJT	CME	DFS	DOC	DPS	EPS	MIL	PAR	POL	SOR
12/06/2014	9	1		4	8	86	4	5	38	2	5	
12/13/2014	1	1	2	3	10	63		5	30	1	6	1
12/20/2014	3		1	5	2	86		5	34	4	17	3
12/27/2014	1	1			4	40	1	2	26	4	4	5

Inquiry Classifications

HR/CMS Password Resets	Time Entry	Direct Deposit	Employee Information
263	111	52	45

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APC Tickets and Classification

Number of Tickets by Agency

	APC
■ 12/20/2014	3
■ 12/27/2014	1

The ESC did not receive any requests the weeks ending 12/6/14 or 12/13/14

Inquiry Classifications

HR/CMS Password Resets — 4

ART Tickets and Classification

Number of Tickets by Agency

	ART
■ 12/13/2014	1
■ 12/20/2014	1

The ESC did not receive any requests the weeks ending 12/6/14 or 12/27/14

Inquiry Classifications

HR/CMS Password Resets — 2

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BLC Tickets and Classification

Number of Tickets by Agency

	BLC
■ 12/06/2014	3
■ 12/13/2014	1
■ 12/20/2014	1

The ESC did not receive any requests the week ending 12/27/14

Inquiry Classifications

Time Off	Payable Time Approvals	Balance Inquiry	HR/CMS Technical Issues
2	1	1	1

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HCF Tickets and Classification

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Number of Tickets by Agency

	HCF
■ 12/06/2014	2
■ 12/13/2014	2
■ 12/20/2014	4
■ 12/27/2014	3

Inquiry Classifications

- HR/CMS Password Resets: 10
- Benefits: 1

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OSC Tickets and Classification

Number of Tickets by Agency

	OSC
■ 12/06/2014	1
■ 12/13/2014	3
■ 12/20/2014	5
■ 12/27/2014	2

Inquiry Classifications

Classification	Count
HR/CMS Password Resets	8
Training & Navigation	1
Deadlines/Notifications	1
Time Off	1

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SDA Tickets and Classification

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Number of Tickets by Agency

	SDA
■ 12/06/2014	3
■ 12/13/2014	1
■ 12/27/2014	1

The ESC did not receive any requests the week ending 12/20/14

Inquiry Classifications

5

Time Entry

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